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Judith A. Riley, J.D.

12316 Hidden Forest Blvd.
Oklahoma City, Ok 73142

October 15, 2013

VIA electronic mail

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125
webmaster@psc.sc.gov

RE: Service Quality Report – 3rd Quarter 2013 (ending September 30, 2013)

Dear Commission, with copy to Office of Regulatory Staff.

Please find the 3rd quarter 2013 SCPSC Quarterly Service Quality Report for EveryCall Communications, Inc. If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at mdean@telecompliance.net.

Sincerely,

A handwritten signature in black ink that reads "Matt Dean".

Matt Dean
Regulatory Agent



Cc: Kaitlin Grigsby; Office of Regulatory Staff; kgrigsby@regstaff.sc.gov

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME EveryCall Communications, Inc.
QUARTER / YEAR 3rd / 2013

Month:	JUL	AUG	SEP
Number of Customer Access Lines	<u>97</u>	<u>93</u>	<u>89</u>
Trouble Reports / Access Line (%)	<u>0.07%</u>	<u>0.06%</u>	<u>0.05%</u>
Customer Out of Service Clearing Times (%)	<u>91%</u>	<u>90%</u>	<u>89%</u>
New Installs Completed w/in 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitments Fulfilled (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>

Comments / Explanations: We had no orders for service in the 4th quarter; therefore no installations, which explains the 0% for the last two items.

Person Making Report / Contact Information: Jon Seger
225-252-3332 / seger@everycall.com

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